

# Jacksonville Complaint

Provider Number	Survey Date	Date of Correction	Deficiency Type	Deficiency Category
045378	06/02/2009	06/02/2009	Health	Environmental Deficiencies
045378	07/30/2009	09/17/2009	Health	Environmental Deficiencies
045378	07/30/2009	08/21/2009	Health	Resident Rights Deficiencies
045378	07/30/2009	08/21/2009	Health	Quality Care Deficiencies
045378	10/23/2009	11/20/2009	Health	Quality Care Deficiencies
045378	10/23/2009	11/20/2009	Health	Quality Care Deficiencies
045378	10/23/2009	11/20/2009	Health	Quality Care Deficiencies
045378	10/23/2009	11/20/2009	Health	Resident Rights Deficiencies

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Deficiency	Scope	Level of Harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Immediate jeopardy to resident health or safety
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity	Pattern	Minimal harm or potential for actual harm

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045378	10/23/2009	11/20/2009	Health	Quality Care Deficiencies
045378	10/23/2009	11/20/2009	Health	Environmental Deficiencies
045378	10/23/2009	11/20/2009	Health	Administration Deficiencies
045378	10/23/2009	11/20/2009	Health	Administration Deficiencies
045378	10/23/2009	11/20/2009	Health	Administration Deficiencies
045378	10/23/2009	11/20/2009	Health	Resident Rights Deficiencies
045378	03/25/2010	04/24/2010	Health	Pharmacy Service Deficiencies
045378	03/25/2010	04/24/2010	Health	Mistreatment Deficiencies

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and self respect.

Make sure that each resident's nutritional needs were met.	Pattern	Actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Pattern	Minimal harm or potential for actual harm

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03/25/2010

04/24/2010

Health

Mistreatment Deficiencies

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investigate any acts or reports of abuse, neglect or mistreatment of residents.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm